

# All In One Installer (AIO) FAQ

## Brief Overview

WalkMe's All-in-One Installer (AIO) makes it easy for IT teams to widely deploy the WalkMe Master Extension across all browser types with a single installer file. The All-in-One Installer helps new users complete the Mass Deployment process with ease, embracing the DAP revolution, it aims to offer a simple installation through a single file, allowing cross-browser use and minimizing deployment errors or malfunctions.

The All-In-One Installer involves a single file based on your Master Extension. It simply needs to be run by you or your IT personnel and it will automatically install on the relevant computers.

**Please note:** You will not be able to download the All-in-One Installer (AIO) on this page.

The WalkMe Services team will provide you with a unique download link according to your selected settings. Please contact the WalkMe Admin at your company or your WalkMe Customer Success Manager for assistance.

## Supported Browsers

	Internet Explorer	Edge Chromium	Safari (12v and up)	Firefox	Google Chrome
Windows	✓	✓		✓	✓
Mac			✓	✓	

**Note:** macOS Big Sur no longer supports AIO Installation on Chrome.

## Prerequisites

In order to properly implement WalkMe using the All-In-One (AIO) Installer, the following conditions should be met:

- Master Extension must not be installed for any of the browsers, whether it was installed

manually or through Mass Deploy (Must for Internet Explorer).

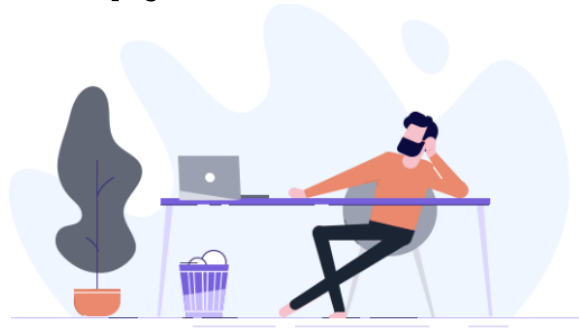
- If a Master Extension is installed on any of the browsers, please make sure to have it removed prior to installing WalkMe using AIO.

## Getting Started

When first downloading the relevant installer file it may take up to a minute, although after this first time each download request should take only a few seconds.

This link should be communicated with your IT representative.

After authenticating, the download page looks like this:



### All-In-One Installer

Click the relevant button below



Windows Installer  
*For Windows 7 and above*

Windows 32-bit MSI

Windows 64-bit MSI



MacOS Installer  
*For MacOS 10.12 (Sierra) and above*

MacOS PKG

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- View the [Deploymethods course](#) in the *Technical Configuration* curriculum.
- Don't have a DAI account yet? [Sign up here](#)

## Installation / Deployment Methods

The best practice for installing AIO is by mass deploying it to run when the computer is just starting.

As you might have users with different hardware (32-bit/64-bit Windows or a Mac), we would recommend splitting the deployment for each of the different setups. This will ensure that each hardware will have installed its matching WalkMe extension.

### Supported Mass Deployment Methods (MDM)

For Mac, the following MDMs are supported:

- Jamf
- AirWatch
- Mobile Iron
- Cisco Meraki
- Big Fix
- Intune
- Trend Micro

For Windows, the following MDMs are supported:

- GPO
- SCCM

### Mass Deploying with GPO

When mass deploying All-In-One with GPO, the following two policies are needed for the AIO deployment:

- **Computer→Configuration→Administrative Templates→System→Logon→** Always wait for the network at computer startup and logo.
- **Computer→Configuration→Administrative Templates→System→Group Policy→** Specify startup policy processing wait time: Set to 120

To avoid having a notification message on IE for “Speed up Browsing by Disabling Add-ons” the following additional policy is needed:

**Computer Configuration→Administrative Templates→Windows Components→Internet Explorer→Security Features→Add-on Management → Edit the “Add-on List”. Have it Enabled and in Options click the “Show...” button. Create a new row with the following values:**

**Name: {42ED1D51-363B-4BF1-BF36-A2E3B56EDD44}**

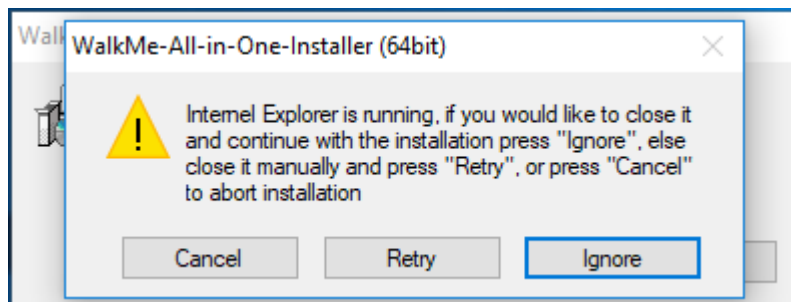
**Data: 1**

## Installing WalkMe AIO Manually

Should you decide to manually install AIO locally, please be sure to do the following:

- Internet Explorer and Firefox must be closed in order to successfully complete All-In-One installation or removal. If either is open, the following pop-up will show up on your computer asking to close IE/FF.
  - **Note:** If both are open, the end-user will get this pop-up twice (one for IE and one for FF).

**Ignore Button** - Will force close IE or FF and continue with the installation process.



## Installation Process for Batch

### Steps to install:

1. Once on the AIO page, scroll all the way down. There you should find a link, which will lead you to the batch download page.
2. Follow the steps in the Batch Guide, please note you will need to download 4 files for this process.
3. After everything was modified as expected, you can go ahead and deploy!

<https://support.walkme.com/wp-content/uploads/2019/06/Screen-Recording-at-August-25th-2019-6.08.49-pm.mp4>

## Uninstalling

### Windows

Once the AIO is successfully downloaded, you will have one added application in Programs and Apps.

- WalkMe All-in-One Installer

The WalkMe All-in-One Installer will remove the extensions installed on the following browsers in one click:

**Firefox, Internet Explorer, Chrome, and Edge.**

### Mac

For Mac, it is only possible to manually remove the extensions installed for each browser, one at a time.

Further capabilities - Coming soon!